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WellCare ACT Mastery Exam (Latest 2023/ 2024 Update) Version 2 | Questions and Verified Answers| Grade A| 100% Correct

Q: Which elements are available as part of Wellcare's Sales Support model?
a. Online
b. Local
c. Corporate
d. All of these

Answer:
d. All of these

Q: Key areas you as a broker/agent have control over and impact upon regarding Star Ratings for quality are:
a. Member Satisfaction/Experience
b. Complaints
c. Rapid Disenrollment
d. All of these

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Answer:
d. All of these

Q: Which of the following is not an example of Protected Health Information (PHI)?
a. Medical records
b. Payment history
c. Library card

Answer:
c. Library card

Q: Which option is the preferred method to submit enrollment?
a. Centene Workbench Upload

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b. Ascend Web/Mobile Application
c. Fax/Paper

Answer:
b. Ascend Web/Mobile Application

Q: With which types of inquiries can Wellcare's Corporate Sales Support team assist?
a. Application and Enrollment
b. Onboarding and Certifications
c. Commissions
d. All of these

Answer:
d. All of these

Q: A request to the plan from a member or provider for a formal review of an Action (Denial) or Adverse Plan Determination (Medicare) is a/an:
a. Appeal
b. Grievance

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Answer:
a. Appeal

Q: The Prescription Drug Plan (PDP) network is expected to include over ____ total pharmacies.
a. Sixty Thousand
b. Thirty Thousand
c. Twenty Thousand

Answer:
a. Sixty Thousand

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